

Electronic Acknowledgement Receipt

EFS ID:	3099599
Application Number:	10645438
International Application Number:	
Confirmation Number:	7992
Title of Invention:	Management of queues in contact centres
First Named Inventor/Applicant Name:	Tony McCormack
Customer Number:	23644
Filer:	William M. Lee/Maggie Pomroy
Filer Authorized By:	William M. Lee
Attorney Docket Number:	920673-94702
Receipt Date:	03-APR-2008
Filing Date:	21-AUG-2003
Time Stamp:	15:43:55
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 1050
RAM confirmation Number	962
Deposit Account	120913
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.16 (National application filing, search, and examination fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.17 (Patent application and reexamination processing fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.19 (Document supply fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.20 (Post Issuance fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)

File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1		94702response.pdf	863211	yes	20
			4fe6ed9704bf12d27df7e7ce0744f3e37ecb104f		

	Multipart Description/PDF files in .zip description			
	Document Description		Start	End
	Amendment - After Non-Final Rejection		1	19
	Extension of Time		20	20

Warnings:

Information:

2	Fee Worksheet (PTO-06)	fee-info.pdf	8138	no	2
			34ba9119f3fcdcf60b14aff2f87630b971958a66a		

Warnings:

Information:

Total Files Size (in bytes):			871349
------------------------------	--	--	--------

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.